



*"People  
helping people  
help  
themselves"*

Mitchell E. Daniels, Jr., Governor  
State of Indiana

***Indiana Family and Social Services Administration***  
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Anne Murphy, Secretary

*February 18, 2009*

First Steps has been made aware of frequent questions or issues that have come to light as more and more individuals begin using the new CRO Provider Account Management System. Please keep the following in mind:

- **Child ID numbers have NOT changed.** While the number in PAM may appear differently than it did in the EDS system, simply removing the "950" at the beginning of the Child ID number will enable you to see the number you are probably more familiar with.
- **Viewing Authorizations.** Many providers have stated that they aren't able to view all their authorizations in PAM. While this may be the case for some providers under certain circumstances, First Steps encourages you to ensure that you uncheck the box that states "Show Active Only" on the Search Authorizations page on the top left.

